

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 5154

TITLE: CODE ENFORCEMENT/COMPLAINT COORDINATOR III

GRADE: S-27

DEFINITION:

Under general direction, supervises, plans and coordinates staff in the investigation and resolution of complex complaints and inquiries concerning alleged violations of codes, ordinances and regulations pertaining to new construction activities in the County, and inquiries related to the upkeep/maintenance and care of existing residential, commercial and industrial property; or supervises the acceptance and processing of construction and site permits, issuing of contractor licenses and assignment of new addresses in the County; performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Supervisory responsibility over lower level Code Enforcement/Complaint Coordinators, interpretation and management of complex code enforcement activities and coordination with high level County staff on legal issues are the key distinguishing characteristic of the III level class.

ILLUSTRATIVE DUTIES:

Code Enforcement Branch

Directs staff in the intake and review of complaints related to new construction, abandoned or dilapidated buildings, and refers complaints to the appropriate County or state agencies having authority for resolution and enforcement;

Acts on complaints and conducts or oversees investigations involving multiple homeowner and multiple project violations, inquiries received from Homeowners' Associations, citizen groups, the Board of Supervisors and other County/state/federal entities;

Coordinates investigations with other Departmental officials, County and state agencies, consultants and boards;

Organizes and leads meetings, acting as liaison, negotiator and facilitator between complainants, property owners, County Attorney, Health Department and other County staff, in determining equitable resolution of complaints;

Ensures that all issues relative to a complaint are addressed by staff and resolved in a timely fashion;

Reviews and analyzes technical complaint investigation reports from field;

Guides and assists staff in the determination of adherence to Departmental policy and appropriate codes, ordinances and regulations;

Identifies sensitive issues which should be brought to the attention of Departmental officials;

Acts as liaison between individual, groups and associations of property owners and builders in determining equitable solutions to disputes in the more difficult cases investigated by the Branch;

Conducts special investigations for the Branch;

Assists with criminal and civil court prosecutions and pursues legal procedures allowed to obtain compliance under applicable County codes and ordinances;

Acts on code violations, preparing appropriate notices of violations, summonses and subpoenas;

Coordinates case preparation including the collection of evidence and the presentation of testimony as an expert witness;

Prepares reports concerning complaint resolution procedures, policies and status.

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Permits Branch

Supervises the acceptance and processing of permits, supervises lower level professional and technical positions, administers issuance of contractor licenses, assignment of new addresses for property, and serves as the designated "County Official" responsible for approval of permits; Ensures that actions taken by subordinates comply with the applicable codes, ordinances and related policies;

Serves as a subject matter expert and keeps abreast of current and projected provisions of the Virginia Uniform Statewide Building Code and other applicable codes, ordinances, and agency policies, provides technical interpretation for citizens, staff and County officials, to ensure compliance and consistency in code enforcement;

Ensures that permit and other fees are assessed, and escrows are established, as appropriate, in accordance with the appropriate codes, ordinances and policies, and ensures that required refunds are calculated correctly and that the payee is properly identified;

Designs and presents technical training concerning applicable codes, ordinances and policies;

Coordinates research to gather technical and statistical data necessary to develop and support code changes, determines potential impact on County operations and recommends changes, and assists in implementation of changes to policies and procedures resulting from code amendments.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Expert level of knowledge of the Virginia Uniform Statewide Building Code;

Considerable knowledge of the construction field and of the codes and ordinances which apply to construction in the County;

Specialized knowledge of the process by which construction violations in the County are resolved and the legal procedures for prosecuting such violations;

Knowledge of the principles, methods and problems of organization and management.

Ability to plan and coordinate the work of professional employees;

Ability to resolve conflicts and negotiate agreements using tact, diplomacy, and persuasion;

Ability to speak clearly and concisely in front of various size groups and to effectively conduct group meetings;

Ability to prepare clear and concise reports.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to:

Graduation from an accredited four-year college or university with a degree in engineering, architecture, urban planning, business, finance, political science, or a related field; PLUS

Four years of progressively more responsible complaint resolution and/or construction/building code enforcement experience.

CERTIFICATES AND LICENSES REQUIRED:

None.

REVISED: November 2, 2004

REVISED: August 14, 1996

ESTABLISHED: January 11, 1988